

Secretary to the Director of – GS-9

Core Requirements

As Secretary to the Director of, the incumbent provides clerical and administrative assistance on the full range of the supervisor's activities, which are required to manage the Directorate.

Performs duties such as:

1. Receives all visitors and telephone calls to the supervisor. Determines nature of calls or business of visitors. If business requires the attention of engineering or scientifically qualified personnel, decides whether the importance of business, rank, or position of visitor is such as to require the personal attention of the supervisor, or if the visitor should be referred to the appropriate organization within the Directorate. Incumbent is authorized to give out information to callers upon determination of their right to receive it. When calls involve matters on which the supervisor will require background information, tactfully postpones the conversation, obtains the required information, and presents the information when informing the supervisor of the pending calls.
2. Controls the supervisor's schedule and reminds the supervisor of appointments. On own initiative and discretion, establishes priorities, sets up, reschedules, or refuses appointments, accepts or declines invitation to meetings, and arranges for representation by a subordinate official when that is desirable.
3. Serves as confidential assistant and acts as buffer and liaison between the supervisor and the staff by providing accurate, timely advice on procedures, reports, requirements, and other matters necessary to implement the supervisor's policies, directives, and instructions. Stays informed of problems, pending events, and priority of various work items and their significance and the range of the supervisor's relationships, activities, and responsibilities.
4. Receives all correspondence for the supervisor; replies to mail not requiring the supervisor's attention; routes matters requiring action by others; and follows up to ensure that actions are completed. Screens all correspondence prepared for the supervisor's signature for clarity completeness of reply, and grammatical and procedural correctness. Returns inadequate submissions for retyping or recomposition. Signs correspondence and certain procedural authorizations in the name of the Director Of when previous instructions have covered the matter. In the absence of the supervisor, maintains a file of correspondence and events and upon the supervisor's return, brings such matters to his/her attention.
5. Arranges meetings and conferences for the supervisor. This includes preparing agendas, notifying participants, and developing background information. Checks to ensure that commitments made at the meetings are met and keeps the supervisor informed. Develops

background information and composes drafts of introductions and talks to be presented at various meetings by the supervisor.

6. Makes all necessary arrangements for travel, arranging schedule of visits, making transportation and hotel arrangements and reservations, notifying organizations and officials to be visited, forwarding security clearances when necessary, keeping in touch with the supervisor enroute, and submitting travel vouchers and reports.
7. Prepares a variety of activities using office automation software. These activities include, but are not limited, to, preparation of presentations, form creation, calendar scheduling, correspondence preparation, electronic mail, action tracking systems, maintenance of time sheets, internet searches, spreadsheets to organize data, and office management programs.
8. Performs a variety of administrative support functions for the Directorate including, but not limited to development of Web pages; tracking travel, training, or procurements and maintaining control of budgets; serving as property administrator or move/telephone coordinator. A personal computer with word processing software is used.
9. Utilizes knowledge of electronic mail systems, word processing skills, and office automation technology to enhance productivity and effectiveness. Provides guidance to Directorate clerical team as necessary.
10. On own initiative, recommends changes in administrative policies. Devises and installs office practices to be used by secretaries in subordinate offices. Prepares agenda for and conducts periodic secretarial training sessions for all secretaries within the Directorate. This includes, but is not limited to training in the areas of correspondence, telephone procedures, publications, directives, reports, etc.
11. Assures smooth flow of work through the office by means of control records relative to flow of correspondence, reports, requests for information, and material for action, review or comment; establishes and maintains follow-up as required. Contacts subordinate offices to assure recognition of deadlines, progress of material, and timely submission to supervisor for review.
12. Provides guidance, training, and mentoring to clerical personnel. Ensures that clerical personnel receive policies and procedures pertinent to their duties, disseminating information throughout the Directorate verbally, in writing, or electronically. Establishes work priorities when necessary and recommends shifts in workloads and personnel assignments when necessary to meet emergencies or critical deadlines. Performs a variety of miscellaneous tasks such as interviewing and orientation of new clerical personnel.
13. Serves on procedural committees and offers recommendations for, and assistance with, development and implementation of new secretarial and administrative procedures

Knowledge Required

1. A basic foundation of administrative concepts and practices sufficient to enable the incumbent to recommend changes in administrative policies, devise and install procedures and office practices affecting subordinate organizations, and foresee administrative problems and requirements.
2. Knowledge of the supervisor's views sufficient to enable the incumbent to perform duties such as developing material for the supervisor's use in public speaking engagements.
3. Knowledge of the substantive programs of the Directorate as they relate to the Directorate's clerical and administrative functions.
4. Skill in advising and instructing secretaries in subordinate organizations concerning such matters as directives, reports, correspondence, and telephone procedures
5. Sufficient knowledge of the substantive programs of the organization and of the goals, priorities, policies, and commitments of the supervisor to perform such tasks as assembling information to be used for reports or responses to inquiries, to compose correspondence not requiring a technical knowledge, and to maintain awareness of the clerical and administrative problems related to Directorate programs.
6. Ability to integrate the diverse activities of a large office into a cohesive set of office management policies and procedures.
7. Knowledge of grammar, spelling, punctuation, and required formats.
8. Skill in using advanced office automation software, practices, and procedures and their application in the performance of office support work. Skill in developing spreadsheets using MS Excel, Lotus, or latest available spreadsheet software package and presentations using MS PowerPoint or newer presentation software packages. Ability to learn new software packages and procedures to remain current and to increase office efficiency and productivity. A qualified typist is required.
9. Ability to interact with peers to effectively provide proper guidance. Acts as lead and provides guidance to the Directorate clerical team.
10. Ability to effectively communicate orally and in writing.

Supervisory Controls

The supervisor establishes the overall objectives of the work based on the priorities and needs of the Directorate. The secretary is frequently required to handle office emergencies and to resolve

situations requiring initiative in determining methods to use and approach to be taken based on established objectives. The supervisor reviews the work only for its general effectiveness.

Guidelines

Guides include the policies, priorities, and commitments of the supervisor; the administrative policies and procedures of the Directorate; Headquarters; and standard office practices. Many situations are not covered by the guidelines, and the guidelines therefore require interpretation and adaptation.

Complexity

Work includes various duties requiring different and unrelated processes and methods. Decisions concerning what needs to be done, and how it should be done, are based on an understanding of the interrelationships between the organizations, people, and issues involved.

Scope and Effect

Ensures that the clerical and administrative portions of the supervisor's work are accomplished effectively, allowing the supervisor to concentrate on professional and managerial duties. The effectiveness of subordinate organizations is affected by the degree to which the office runs smoothly.

Personal Contacts

Contacts are with members of the Directorate staff, higher echelon management personnel, NASA Headquarters personnel, leading scientists of this and foreign countries, contractor personnel, government officials, foreign government officials, and members of Federal, state and local government as well as members of various academic communities in a moderately unstructured setting.

Purpose of Contacts

Plans and coordinates the work of the office, resolving problems through such duties as ensuring the smooth flow of correspondence, arranging conferences, and following up to ensure that required actions are completed .

Physical Demands

Work is sedentary requiring carrying light objects such as files, books, and papers. No special physical demands are required.

Work Environment

The work is performed in an office setting.